

Adult Survey

Bay Area Region Summary Report for the November 2003 Data Collection Period

ADULT PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

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Purpose of this report

The purpose of this report is to provide performance outcomes data on consumer satisfaction (using items from the 28-item Mental Health Statistics Improvement Program Consumer Perception Survey (MHSIP)) and quality of life (QOL), as measured by the California State Department of Mental Health's Adult Survey. This report is a REGIONAL summary of the Adult Survey (see Attachment A) data that were collected during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this REGIONAL report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated REGIONAL data. Results of these Adult Survey consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all items missing on either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 7,806 Bay Area Region Adult Surveys submitted, a total of 5,770 had valid data.**

TOTAL NUMBER OF SURVEYS SUBMITTED (BAY AREA REGION)

A total of 7,806 Adult Surveys were submitted for the Bay Area Region.

Bay Area Region

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bay Area Region	7806	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your gender? – 46.8% identified themselves as Female, 52.6% as Male and 0.6% as Other. Additionally, 7.8% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	2491	43.2	46.8	46.8
	Male	2799	48.5	52.6	99.4
	Other	32	.6	.6	100.0
	Total	5322	92.2	100.0	
Missing	9	448	7.8		
Total		5770	100.0		

AGE CATEGORY

For the consumers who responded to the question – “What is your date of birth?” – 0.5% were under age 18, 7.6% were 18-25, 18.5% were 26-35, 31.5% were 36-45, 37.1% were 46-59 and 4.7% were age 60 or older. Additionally, 20.4% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	25	.4	.5	.5
	18-25	350	6.1	7.6	8.2
	26-35	852	14.8	18.5	26.7
	36-45	1446	25.1	31.5	58.2
	46-59	1704	29.5	37.1	95.3
	60+	217	3.8	4.7	100.0
	Total	4594	79.6	100.0	
Missing	System	1176	20.4		
Total		5770	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 1.9% reported that it was their first visit; 2.7% reported that they had had more than one visit, but that they had received services for less than one month; 5.5% reported having received services for 1-2 months; 8.0% reported having received services for 3-5 months; 15.9% reported receiving services for 6 months to 1 year and 60.6% reported receiving services for more than one year. Additionally, 37.0% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	69	1.2	1.9	1.9
	> 1 visit, but < one month	99	1.7	2.7	4.6
	1 to 2 months	199	3.4	5.5	10.1
	3 to 5 months	292	5.1	8.0	18.1
	6 months to 1 year	577	10.0	15.9	34.0
	More than 1 year	2399	41.6	66.0	100.0
	Total	3635	63.0	100.0	
Missing	9	2135	37.0		
Total		5770	100.0		

MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 15.5% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3809	66.0	66.0	66.0
	Yes	895	15.5	15.5	81.5
	Unknown	1066	18.5	18.5	100.0
	Total	5770	100.0	100.0	

ETHNICITY

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the Adult Survey, 51.0% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2825	49.0	49.0	49.0
	Yes	2945	51.0	51.0	100.0
	Total	5770	100.0	100.0	

On the Adult Survey, 16.6% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4815	83.4	83.4	83.4
	Yes	955	16.6	16.6	100.0
	Total	5770	100.0	100.0	

On the Adult Survey, 8.4% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5283	91.6	91.6	91.6
	Yes	487	8.4	8.4	100.0
	Total	5770	100.0	100.0	

On the Adult Survey, 5.6% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5448	94.4	94.4	94.4
	Yes	322	5.6	5.6	100.0
	Total	5770	100.0	100.0	

On the Adult Survey, 1.9% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5660	98.1	98.1	98.1
	Yes	110	1.9	1.9	100.0
	Total	5770	100.0	100.0	

On the Adult Survey, 10.4% of the consumers identified themselves as being “Other.”

Is your race Other?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5170	89.6	89.6	89.6
	Yes	600	10.4	10.4	100.0
	Total	5770	100.0	100.0	

On the Adult Survey, 1.8% of the consumers identified themselves as being “Unknown.”

Is your race Unknown?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5667	98.2	98.2	98.2
	Yes	103	1.8	1.8	100.0
	Total	5770	100.0	100.0	

LANGUAGE OF SURVEY

On the Adult Survey, 95.8% of the consumers responded using the English version of the Adult Survey and 4.2% used the Spanish version. *Note: The Adult Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	5527	95.8	95.8	95.8
	Spanish	243	4.2	4.2	100.0
	Total	5770	100.0	100.0	

PREFERRED LANGUAGE

On the Adult Survey, 96.4% of the consumers responded that the services they received were provided in the language they preferred and 94.2% responded that written information was available in their preferred language. Additionally, 10.5% and 11.5% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	184	3.2	3.6	3.6
	Yes	4983	86.4	96.4	100.0
	Total	5167	89.5	100.0	
Missing	Unknown	603	10.5		
Total		5770	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	298	5.2	5.8	5.8
	Yes	4811	83.4	94.2	100.0
	Total	5109	88.5	100.0	
Missing	Unknown	661	11.5		
Total		5770	100.0		

PRIMARY REASON INVOLVED WITH PROGRAM

For the consumers who responded to the question – “What was the primary reason you became involved with this program?” – 34.8% reported that they decided to come in on their own, 58.5% reported that someone else recommended that they come in and 6.7% reported that they came in against their will. Additionally, 13.1% of the consumers did not respond to this item.

What was the primary reason you became involved with this program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I decided to come in on my own	1748	30.3	34.8	34.8
	Someone else recommended that I come in.	2932	50.8	58.5	93.3
	I came in against my will.	336	5.8	6.7	100.0
	Total	5016	86.9	100.0	
Missing	9	754	13.1		
Total		5770	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the Adult Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 64.2% of the consumers responded that they did not need any help in completing the Adult Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2063	35.8	35.8	35.8
	Yes	3707	64.2	64.2	100.0
	Total	5770	100.0	100.0	

For the November 2003 survey period, 5.1% of the consumers responded that a mental health advocate / volunteer helped them complete the Adult Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5474	94.9	94.9	94.9
	Yes	296	5.1	5.1	100.0
	Total	5770	100.0	100.0	

For the November 2003 survey period, 2.7% of the consumers responded that another mental health consumer helped them complete the Adult Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5617	97.3	97.3	97.3
	Yes	153	2.7	2.7	100.0
	Total	5770	100.0	100.0	

For the November 2003 survey period, 3.8% of the consumers responded that a member of their family helped them complete the Adult Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5552	96.2	96.2	96.2
	Yes	218	3.8	3.8	100.0
	Total	5770	100.0	100.0	

For the November 2003 survey period, 2.9% of the consumers responded that a professional interviewer helped them complete the Adult Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5603	97.1	97.1	97.1
	Yes	167	2.9	2.9	100.0
	Total	5770	100.0	100.0	

For the November 2003 survey period, 10.3% of the consumers responded that a clinician / case manager helped them complete the Adult Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5178	89.7	89.7	89.7
	Yes	592	10.3	10.3	100.0
	Total	5770	100.0	100.0	

For the November 2003 survey period, 6.8% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Adult Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5379	93.2	93.2	93.2
	Yes	391	6.8	6.8	100.0
	Total	5770	100.0	100.0	

For the November 2003 survey period, 2.6% of the consumers responded that someone else helped them complete the Adult Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5621	97.4	97.4	97.4
	Yes	149	2.6	2.6	100.0
	Total	5770	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (if applicable)

County staff were expected to complete a "Reason" item if a consumer who met the criteria for the target population did not complete an Adult Survey. Of those consumers who were expected to complete an Adult Survey, but did not, 34.0% of the consumers were reported to have Refused to complete the survey, 21.9% were reported to have an Impairment, 19.0% did not have a survey available in their Language and 25.1% were marked as having an "Other" reason for not completing the survey. Additionally, 4.3% of the Adult Surveys were missing a "Reason" response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	663	32.6	34.0	34.0
	Impairment	426	20.9	21.9	55.9
	Language	370	18.2	19.0	74.9
	Other	490	24.1	25.1	100.0
	Total	1949	95.7	100.0	
Missing		87	4.3		
Total		2036	100.0		

MHSIP Consumer Survey

Summary Report

About the MHSIP Consumer Survey

The MHSIP is a 28-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) quality and appropriateness of services received, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The MHSIP was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org) and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The MHSIP Consumer Survey is currently used in a number of states across the United States.

It is important to remember that the ratings on the MHSIP represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the MHSIP provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the MHSIP portion of the November 2003 Adult Survey. The MHSIP items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the MHSIP subscales (i.e., access to services, quality and appropriateness of services received, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the MHSIP subscales are also reported below.

For the tables reflecting categorical groupings of the MHSIP averages and the MHSIP subscale averages, total frequencies may differ depending on how well consumers completed the items on the Adult Survey that comprised each scale's calculation. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 36.8% reported that they were Very Satisfied, 48.2% reported they were Satisfied, 12.4% were Neutral, 2.2% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, 3.4% of the data on this subscale had at least 1/3 of the items missing.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	25	.4	.4	.4
	Somewhat Dissatisfied	122	2.1	2.2	2.6
	Neutral	690	12.0	12.4	15.0
	Satisfied	2689	46.6	48.2	63.2
	Very Satisfied	2050	35.5	36.8	100.0
	Total	5576	96.6	100.0	
Missing	System	194	3.4		
Total		5770	100.0		

PERCEPTION OF QUALITY & APPROPRIATENESS

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 36.0% reported that they were Very Satisfied, 49.0% reported they were Satisfied, 12.8% were Neutral, 1.8% were Somewhat Dissatisfied and 0.3% were Dissatisfied. Additionally, 5.9% of the data on this subscale had at least 1/3 of the items missing.

Perception of Quality & Appropriateness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	15	.3	.3	.3
	Somewhat Dissatisfied	98	1.7	1.8	2.1
	Neutral	697	12.1	12.8	14.9
	Satisfied	2664	46.2	49.0	64.0
	Very Satisfied	1958	33.9	36.0	100.0
	Total	5432	94.1	100.0	
Missing	System	338	5.9		
Total		5770	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation in Treatment Planning” subscale, 30.1% reported that they were Very Satisfied, 43.6% reported they were Satisfied, 21.9% were Neutral, 3.5% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, 10.4% of the data on this subscale had at least 1/3 of the items missing.

Perceptions of Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	45	.8	.9	.9
	Somewhat Dissatisfied	182	3.2	3.5	4.4
	Neutral	1131	19.6	21.9	26.3
	Satisfied	2257	39.1	43.6	69.9
	Very Satisfied	1556	27.0	30.1	100.0
	Total	5171	89.6	100.0	
Missing	System	599	10.4		
Total		5770	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 23.1% reported that they were Very Satisfied, 47.4% reported they were Satisfied, 24.6% were Neutral, 4.1% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 7.7% of the data on this subscale had at least 1/3 of the items missing.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	42	.7	.8	.8
	Somewhat Dissatisfied	218	3.8	4.1	4.9
	Neutral	1308	22.7	24.6	29.5
	Satisfied	2525	43.8	47.4	76.9
	Very Satisfied	1231	21.3	23.1	100.0
	Total	5324	92.3	100.0	
Missing	System	446	7.7		
Total		5770	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 46.7% reported that they were Very Satisfied, 41.6% reported they were Satisfied, 9.1% were Neutral, 1.7% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, 2.3% of the data on this subscale had at least 1/3 of the items missing.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	49	.8	.9	.9
	Somewhat Dissatisfied	95	1.6	1.7	2.6
	Neutral	513	8.9	9.1	11.7
	Satisfied	2348	40.7	41.6	53.3
	Very Satisfied	2634	45.6	46.7	100.0
	Total	5639	97.7	100.0	
Missing	System	131	2.3		
Total		5770	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their Access to Services (indicated by a subscale score of 4.21; 5,576 responses), the Quality & Appropriateness of their treatment (indicated by a subscale score of 4.17; 5,432 responses), their Participation in Treatment Planning (indicated by a subscale score of 4.14; 5,171 responses), their Outcomes (indicated by a subscale score of 3.90; 5,324 responses) and were Generally Satisfied with their services (indicated by a subscale score of 4.32; 5,639 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	5576	1.00	5.00	4.21	.70
Average: Perception of Quality & Appropriateness	5432	1.00	5.00	4.17	.69
Average: Perception of Treatment Planning	5171	1.00	5.00	4.14	.78
Average: Outcomes	5324	1.00	5.00	3.90	.77
General Satisfaction	5639	1.00	5.00	4.32	.74
Valid N (listwise)	4844				

Quality of Life (QOL)

Summary Report

About the QOL

The QOL is designed to measure quality of life from a consumer's self-reported perspective. The subscales measured include: general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety and health.

It is important to remember that the ratings on the QOL represent a consumer's perceptions. A variety of factors can affect a consumer's quality of life and many of these are out of the control of service providers. However, in our efforts to continually improve services, the QOL can be used as a source of information on issues that are important to consumers.

The following tables present REGIONAL data that were collected and aggregated from the QOL portion of the November 2003 Adult Survey. Most of the QOL items are rated on a seven-point scale, with "7" indicating the greatest satisfaction regarding their quality of life. Some of the results reflect the frequency reported for particular QOL items while others reflect averages of the items that comprise each of the QOL subscales (i.e., general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety and health). Using the seven-point response options as a guide, the QOL subscale results can be interpreted using the following: 1.0 – 3.9 = 'Dissatisfied', 4.0 - 4.9 = 'Mixed' and 5.0 – 7.0 = 'Satisfied'. As a general guideline, an overall scale score over 5.0 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how well consumers completed the items on the Adult Survey that comprised each scale's calculation. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing).

All QOL results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

GENERAL LIFE SATISFACTION

For the consumers who responded to the question – "How do you feel about your life in general?" – 9.5% were Delighted, 17.4% were Pleased, 23.8% were Mostly Satisfied, 31.1% were Mixed, 6.6% were Mostly Dissatisfied, 7.6% were Unhappy and 3.7% were Terrible. Additionally, 6.9% of the consumers did not respond to this item.

QOL_1. How do you feel about your life in general?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Terrible	213	3.7	4.0	4.0
	Unhappy	408	7.1	7.6	11.6
	Mostly Dissatisfied	354	6.1	6.6	18.2
	Mixed	1669	28.9	31.1	49.2
	Mostly Satisfied	1280	22.2	23.8	73.1
	Pleased	934	16.2	17.4	90.5
	Delighted	511	8.9	9.5	100.0
	Total	5369	93.1	100.0	
Missing	9	401	6.9		
Total		5770	100.0		

LIVING SITUATION

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.74 (5,385 responses) was calculated, indicating “Mixed” feelings regarding their living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	5385	1.00	7.00	4.74	1.48
Valid N (listwise)	5385				

DAILY ACTIVITIES & FUNCTIONING

For the consumers who completed at least 2/3 of the items that comprise the “Daily Activities & Functioning” subscale, an average score of 4.59 (5,388 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	5388	1.00	7.00	4.59	1.31
Valid N (listwise)	5388				

FAMILY RELATIONS

For the consumers who responded to the question – “In general, how often do you get together with a member of your family?” – 21.3% reported At Least Once a Day, 21.1% reported At Least Once a Week, 17.7% reported At Least Once a Month, 16.4% reported Less than Once a Month, 16.9% reported Not At All and 6.6% reported No Family / Not Applicable. Additionally, 12.7% of the consumers did not respond to this item.

QOL_4. In general, how often do you get together with a member of your family?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	849	14.7	16.9	16.9
	Less than once a month	828	14.4	16.4	33.3
	At least once a month	894	15.5	17.7	51.0
	At least once a week	1065	18.5	21.1	72.2
	At least once a day	1072	18.6	21.3	93.4
	No family / Not applicable	330	5.7	6.6	100.0
	Total	5038	87.3	100.0	
Missing	9	732	12.7		
Total		5770	100.0		

Average Quality of Life Indicator: Family Relations

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.62 (4,885 responses) was calculated, indicating “Mixed” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	4885	1.00	7.00	4.62	1.63
Valid N (listwise)	4885				

SOCIAL RELATIONS

For the consumers who responded to the question – “About how often do you visit with someone who does not live with you?” – 16.2% reported At Least Once a Day, 32.9% reported At Least Once a Week, 20.2% reported At Least Once a Month, 11.4% reported Less than Once a Month, 14.5% reported Not At All and 4.8% reported Not Applicable. Additionally, 8.7% of the consumers did not respond to this item.

QOL_6A. About how often do you visit with someone who does not live with you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	766	13.3	14.5	14.5
	Less than once a month	601	10.4	11.4	25.9
	At least once a month	1062	18.4	20.2	46.1
	At least once a week	1731	30.0	32.9	79.0
	At least once a day	854	14.8	16.2	95.2
	Not applicable	255	4.4	4.8	100.0
	Total	5269	91.3	100.0	
Missing	9	501	8.7		
Total		5770	100.0		

For the consumers who responded to the question – “About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?” – 17.9% reported At Least Once a Day, 17.8% reported At Least Once a Week, 10.0% reported At Least Once a Month, 7.3% reported Less than Once a Month, 29.2% reported Not At All and 17.9% reported Not Applicable. Additionally, 13.6% of the consumers did not respond to this item.

QOL_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	1456	25.2	29.2	29.2
	Less than once a month	362	6.3	7.3	36.5
	At least once a month	497	8.6	10.0	46.4
	At least once a week	886	15.4	17.8	64.2
	At least once a day	895	15.5	17.9	82.1
	Not applicable	891	15.4	17.9	100.0
	Total	4987	86.4	100.0	
Missing	9	783	13.6		
Total		5770	100.0		

Average Quality of Life Indicator: Social Relations

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.65 (5,052 responses) was calculated, indicating “Mixed” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	5052	1.00	7.00	4.65	1.33
Valid N (listwise)	5052				

FINANCES

On the Adult Survey, 76.9% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 7.1% of the consumers did not respond to this item.

QOL_8A. During the past month, did you generally have enough money to cover food?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1236	21.4	23.1	23.1
	Yes	4126	71.5	76.9	100.0
	Total	5362	92.9	100.0	
Missing	9	408	7.1		
Total		5770	100.0		

On the Adult Survey, 63.9% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 7.8% of the consumers did not respond to this item.

QOL_8B. During the past month, did you generally have enough money to cover clothing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1919	33.3	36.1	36.1
	Yes	3400	58.9	63.9	100.0
	Total	5319	92.2	100.0	
Missing	9	451	7.8		
Total		5770	100.0		

On the Adult Survey, 82.4% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 8.7% of the consumers did not respond to this item.

QOL_8C. During the past month, did you generally have enough money to cover housing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	927	16.1	17.6	17.6
	Yes	4341	75.2	82.4	100.0
	Total	5268	91.3	100.0	
Missing	9	502	8.7		
Total		5770	100.0		

On the Adult Survey, 67.1% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 8.5% of the consumers did not respond to this item.

QOL_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1738	30.1	32.9	32.9
	Yes	3544	61.4	67.1	100.0
	Total	5282	91.5	100.0	
Missing	9	488	8.5		
Total		5770	100.0		

On the Adult Survey, 47.5% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 8.4% of the consumers did not respond to this item.

QOL_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2776	48.1	52.5	52.5
	Yes	2511	43.5	47.5	100.0
	Total	5287	91.6	100.0	
Missing	9	483	8.4		
Total		5770	100.0		

LEGAL & SAFETY

For the November 2003 survey period, 93.1% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 7.1% of the consumers did not respond to this item.

QOL_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4991	86.5	93.1	93.1
	Yes	372	6.4	6.9	100.0
	Total	5363	92.9	100.0	
Missing	9	407	7.1		
Total		5770	100.0		

For the November 2003 survey period, 87.5% of the consumers reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Adult Survey. Additionally, 8.0% of the consumers did not respond to this item.

QOL_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4648	80.6	87.5	87.5
	Yes	662	11.5	12.5	100.0
	Total	5310	92.0	100.0	
Missing	9	460	8.0		
Total		5770	100.0		

For the November 2003 survey period, 94.2% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 10.5% of the consumers did not respond to this item.

QOL_10. In the past month, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	4865	84.3	94.2	94.2
	1 arrest	233	4.0	4.5	98.7
	2 arrests	27	.5	.5	99.2
	3 arrests	17	.3	.3	99.5
	4 or more arrests	25	.4	.5	100.0
	Total	5167	89.5	100.0	
Missing	9	603	10.5		
Total		5770	100.0		

Average Quality of Life Indicator: Legal & Safety

For the consumers who completed at least 2/3 of the items that comprise the “Legal & Safety” subscale, an average score of 4.77 (5,319 responses) was calculated, indicating “Mixed” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	5319	1.00	7.00	4.77	1.37
Valid N (listwise)	5319				

HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.33 (5,374 responses) was calculated, indicating “Mixed” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	5374	1.00	7.00	4.33	1.43
Valid N (listwise)	5374				

ADULT SURVEY

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely. EXAMPLE:** Correct ☐ Incorrect ☒

Approximately, how long have you received services here?

- ☐ This is my first visit here. ☐ 1 - 2 Months ☐ More than 1 year
☐ I have had more than one visit but I have received services for less than one month. ☐ 3 - 5 Months ☐ 6 months to 1 year

MHSIP Consumer Survey*:

Please answer the following questions based on the last 6 months OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my calls within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.



As a direct result of the services I received:

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
21. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I do better in school and /or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback.						

Quality of Life Questions:

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions you may choose **Not Applicable** if the question does not apply to you.

General Life Satisfaction

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
1. How do you feel about your life in general?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Living Situation

2. Think about your current living situation. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The living arrangements where you live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The privacy you have there?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The prospect of staying on where you currently live for a long period of time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Daily Activities & Functioning

3. Think about how you spend your spare time. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The way you spend your spare time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The chance you have to enjoy pleasant or beautiful things?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The amount of fun you have?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. The amount of relaxation in your life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Family

4. In general, how often do you get together with a member of your family?								
<input type="radio"/> at least once a day	<input type="radio"/> at least once a month	<input type="radio"/> not at all						
<input type="radio"/> at least once a week	<input type="radio"/> less than once a month	<input type="radio"/> no family / not applicable						
5. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
A. The way you and your family act toward each other?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The way things are in general between you and your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Social Relations

6. About how often do you do the following?

A. Visit with someone who does not live with you?

- ☐ at least once a day
☐ at least once a week

- ☐ at least once a month
☐ less than once a month

- ☐ not at all
☐ not applicable

B. Spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

- ☐ at least once a day
☐ at least once a week

- ☐ at least once a month
☐ less than once a month

- ☐ not at all
☐ not applicable

7. How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted Not Applicable

A. The things you do with other people?

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

B. The amount of time you spend with other people?

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

C. The people you see socially?

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

D. The amount of friendship in your life?

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Finances

8. During the past month, did you generally have enough money to cover the following items?

No Yes

A. Food?

☐ ☐

B. Clothing?

☐ ☐

C. Housing?

☐ ☐

D. Traveling around for things like shopping, medical appointments, or visiting friends and relatives?

☐ ☐

E. Social activities like movies or eating in restaurants?

☐ ☐

Legal & Safety

9. In the past MONTH, were you a victim of:

No Yes

A. Any violent crimes such as assault, rape, mugging or robbery?

☐ ☐

B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated?

☐ ☐

10. In the past MONTH, how many times have you been arrested for any crimes?

☐ No arrests ☐ 1 arrest ☐ 2 arrests ☐ 3 arrests ☐ 4 or more arrests

11. How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

A. How safe you are on the streets in your neighborhood?

☐ ☐ ☐ ☐ ☐ ☐ ☐

B. How safe you are where you live?

☐ ☐ ☐ ☐ ☐ ☐ ☐

C. The protection you have against being robbed or attacked?

☐ ☐ ☐ ☐ ☐ ☐ ☐

Health

12. How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

A. Your health in general?

☐ ☐ ☐ ☐ ☐ ☐ ☐

B. Your physical condition?

☐ ☐ ☐ ☐ ☐ ☐ ☐

C. Your emotional well-being?

☐ ☐ ☐ ☐ ☐ ☐ ☐



1. What is your gender? ☐ Female ☐ Male ☐ Other

2. Are you of Mexican / Hispanic / Latino origin? ☐ Yes ☐ No ☐ Unknown

3. What is your race? (Please check all that apply.)

<input type="radio"/> White / Caucasian	<input type="radio"/> American Indian / Alaskan Native	<input type="radio"/> Unknown
<input type="radio"/> Black / African American	<input type="radio"/> Native Hawaiian / Other Pacific Islander	
<input type="radio"/> Asian	<input type="radio"/> Other	

Date of Birth (mm-dd-yyyy)

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0	<div><div>0</div><div>0</div></div>		<div><div>0</div><div>0</div></div>		<div><div>0</div><div>0</div><div>0</div><div>0</div></div>
1	<div><div>1</div><div>1</div></div>		<div><div>1</div><div>1</div></div>		<div><div>1</div><div>1</div><div>1</div><div>1</div></div>
2	<div><div>2</div><div>2</div></div>		<div><div>2</div><div>2</div></div>		<div><div>2</div><div>2</div><div>2</div><div>2</div></div>
3	<div><div>3</div><div>3</div></div>		<div><div>3</div><div>3</div></div>		<div><div>3</div><div>3</div><div>3</div><div>3</div></div>
4	<div><div>4</div><div>4</div></div>		<div><div>4</div><div>4</div></div>		<div><div>4</div><div>4</div><div>4</div><div>4</div></div>
5	<div><div>5</div><div>5</div></div>		<div><div>5</div><div>5</div></div>		<div><div>5</div><div>5</div><div>5</div><div>5</div></div>
6	<div><div>6</div><div>6</div></div>		<div><div>6</div><div>6</div></div>		<div><div>6</div><div>6</div><div>6</div><div>6</div></div>
7	<div><div>7</div><div>7</div></div>		<div><div>7</div><div>7</div></div>		<div><div>7</div><div>7</div><div>7</div><div>7</div></div>
8	<div><div>8</div><div>8</div></div>		<div><div>8</div><div>8</div></div>		<div><div>8</div><div>8</div><div>8</div><div>8</div></div>
9	<div><div>9</div><div>9</div></div>		<div><div>9</div><div>9</div></div>		<div><div>9</div><div>9</div><div>9</div><div>9</div></div>

EXAMPLE: Date of birth on April 30, 1967:

1. Write in your date of birth

2. Fill in the corresponding circles

Date of Birth (mm-dd-yyyy)

04 - 30 - 1967

0	●	○	○	●	○	○	○	○	○
1	○	○	○	○	○	○	○	○	○
2	○	○	○	○	○	○	○	○	○
3	○	○	○	○	○	○	○	○	○
4	○	●	○	○	○	○	○	○	○
5	○	○	○	○	○	○	○	○	○
6	○	○	○	○	○	○	○	○	○
7	○	○	○	○	○	○	○	○	○
8	○	○	○	○	○	○	○	○	○
9	○	○	○	○	○	○	○	○	○

5. Were the services you received provided in the language you prefer? ☐ Yes ☐ No

6. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ☐ Yes ☐ No

7. What was the primary reason you became involved with this program? (choose one)

- I decided to come in on my own.
- Someone else recommended that I come in.
- I came in against my will.

8. Please identify who helped you complete any part of this survey (choose all that apply):

- ☐ I did not need any help.
 ☐ A professional interviewer helped me.
- ☐ A mental health advocate / volunteer helped me.
 ☐ My clinician / case manager helped me.
- ☐ Another mental health consumer helped me.
 ☐ A staff member other than my clinician or case manager helped me.
- ☐ A member of my family helped me.
 ☐ Someone else helped me. Who?: _____

FOR OFFICE USE ONLY:

Date of Survey Administration:

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County Question #1: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

CSI County Client Number[illegible]

Reason:

- ☐ Ref ☐ Imp ☐ Lan ☐ Oth

